FOOTPRINTS FACILITY SERVICE REQUEST SYTEM

W elcome to the Footprints facility service request system. FMU 1 and 2 along with FWO-IIM have implemented this system in order to more effectively manage your requests for facility and project support and to provide clear communications related to specific tasks and work progress.

Quick overview in utilizing the system:
Web based links will be provided in substitution of your former request systems, so getting to the system should be no different than your former process. Please utilize Footprints for all facility requests.

Please log into the Footprints system using your Z #. The system will capture your LANL phone book information and bring you to the Customer Home Page for the FMU Project. The link is provided below:
http://cao.lanl.gov/MRcgi/MRlogin.pl?USER=FMU-Customers&PASSWORD=FMU-Customers&REMEMBER_PASSWORD=&PROJECTID=13&SCREEN=1

(Note: If you enter footprints from the User ID page, the user ID defaults to your *email prefix* while the password is your Z#.)

From the FMU Footprints home page you may:
1) Submit a new request.
2) View all of your current requests.
3) View knowledge base information which will be periodically updated with relevant information for the user community.

When submitting a new request you will be asked for a request type:
- Corrective Maintenance
- Programmatic Mod (<$5K)
- Programmatic Project (>$5K)
- Facility Project

If you are unsure of the request type, please make your best selection and the FMU team will assist with proper classification. For programmatic requests, please include cost code information. For facility work, the cost code information will be provided by the FMU team.
Please include a request window for completion. The FMU will make every effort to accommodate your requested window. A specific completion date will be provided by the assigned coordinator for your request. Please note that requests made for a 2-3 day turnaround will be worked utilizing overtime resources.

Once a request is submitted, it will immediately be assigned to the responsible Facility Coordinator for the work location identified in the request. Based upon the scope of work, the request will be managed either by the Facility Coordinator (minor maintenance and modifications) or by an assigned Project Coordinator (major modifications and projects, typically greater than $5000 in total cost).

Some important features:
- You may attach documents to your request.
- As the requester you will be included in all email correspondence related to the request.
- You may interface directly to the FMU Service Request via email and this information will automatically be captured into the service request system. Details related to this function will be posted in the Knowledge Base.
- Customized reports are available to group management based on your specific needs. Please contact your Facility Manager for further details about this function.

We look forward to your utilization of this system and welcome your feedback related to its use. We have tested the system and verified its functionality. As with any new system there may arise some unanticipated glitches. Please report these to the contacts below or to your system administrator in order that we can address them in a timely manner.

FMU-1	Jeff K. Heath	heathj@lanl.gov	5-8619	E522	FWO-EAST
FMU-2	Thomas Halligan	halligan@lanl.gov	4-0107	G752	FWO-WEST
FWO-IIM	Robert B. Dixon	rbdixon@lanl.gov	5-7904	P960	FWO-IIM

Thank you,

Andy Erickson
Facility Manager, Experimental Science East, FMU-1

Dave Riker
Facility Manager, Experimental Science West, FMU-2